Cancer Care
Nova Scotia

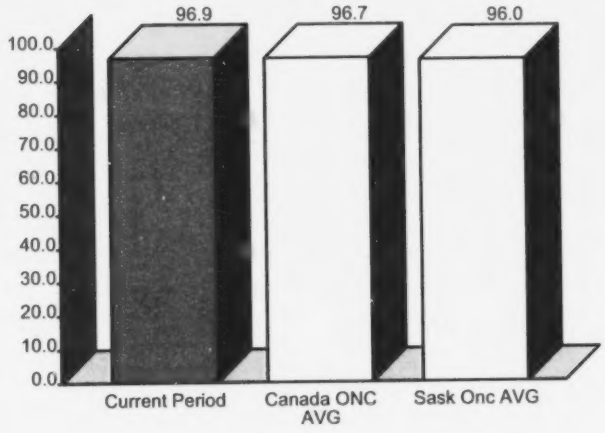
Nova Scotia Cancer Patient Satisfaction Survey Results

June 2004 – December 2004

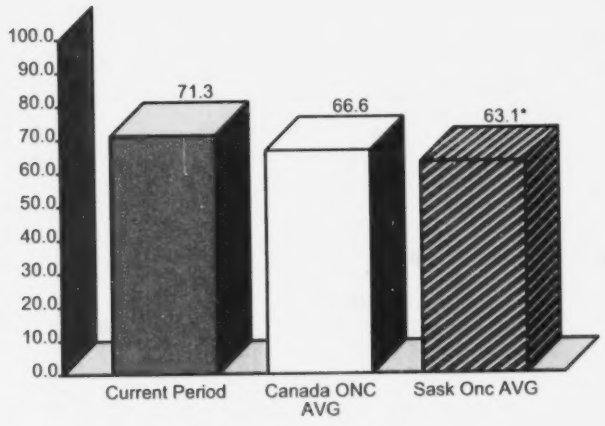
Cancer Care Nova Scotia

Oncology Patient Experience-All Domains and Overall Ratings
Cancer Care Nova Scotia
June 2004 - December 2004 (n=447, Response Rate= 74.3%)

Rate OP care past 6 months
% Positive Score



All Domains and Overall Ratings (Onc)
% Positive Score



* Significantly Different from Your Current Score

Detail

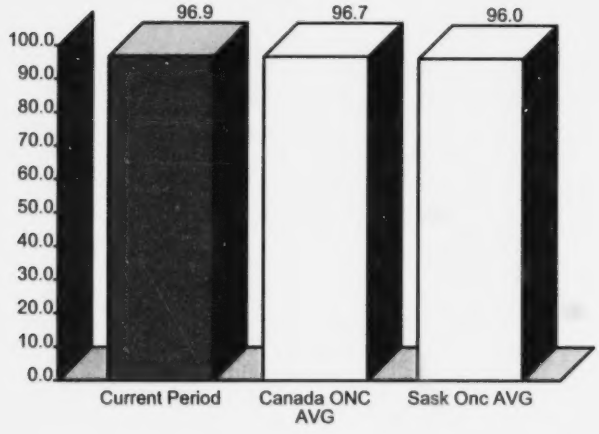
Highest correlation with "Rate OP care past 6 months"

% Positive Score		Canada ONC AVG	Sask Onc AVG
Physical Comfort (Onc)	81.8%	78.8%	75.7%⬆
Coordination and Continuity of Care (Onc)	71.9%	65.8%⬆	62.6%⬆
Information, Communication & Education (Onc)	69.2%	63.3%⬆	57.3%⬆
Respect for Patient Preferences (Onc)	79.7%	75.2%	71.0%⬆
Emotional Support (Onc)	61.3%	55.1%⬆	51.4%⬆
Access to Care (Onc)	72.1%	71.7%	71.7%
Surgery Specific (Onc)	87.0%	81.5%	80.0%⬆

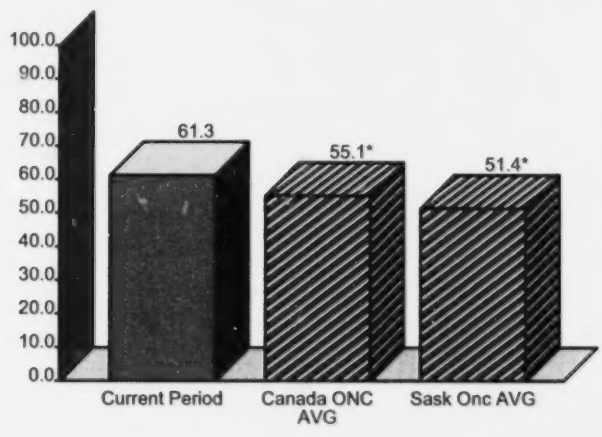
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ⬆ or lower ⬇.

Oncology Patient Experience-Emotional Support
Cancer Care Nova Scotia
June 2004 - December 2004 (n=447, Response Rate= 74.3%)

Rate OP care past 6 months
% Positive Score



Emotional Support (Onc)
% Positive Score



* Significantly Different from Your Current Score

Detail

Highest correlation with "Rate OP care past 6 months"

% Positive Score

		Canada ONC AVG	Sask Onc AVG
OP went out of way to help	79.4%	69.7%⬆	63.1%⬆
Enough OP info re: relationship changes	42.8%	33.0%⬆	30.8%⬆
Enough OP info on emotional changes	47.3%	38.6%⬆	30.5%⬆
Could trust OP w/confidential info	92.2%	89.4%	86.1%⬆
Put in touch w/OP to help w/anxiety/fear	29.1%	25.1%	27.4%
Enough OP info on sexual activity changes	55.7%	45.3%⬆	43.3%⬆
Told of diagnosis in sensitive manner (OP)	74.3%	70.7%	65.9%⬆
Put in touch w/OP to help w/diagnosis anxiety/fear	34.6%	35.1%	33.9%
Got help wanted figuring out payment (OP)	70.3%	63.7%	66.7%

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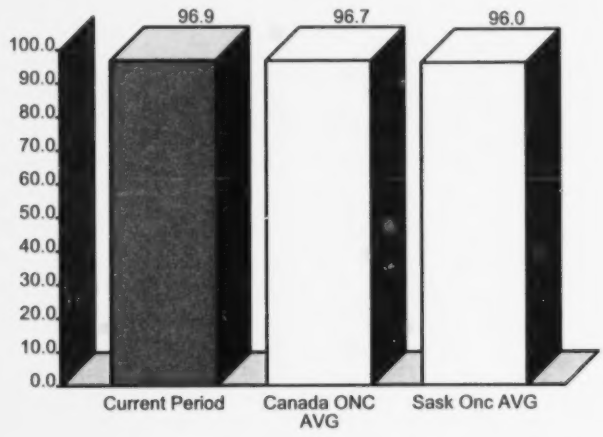
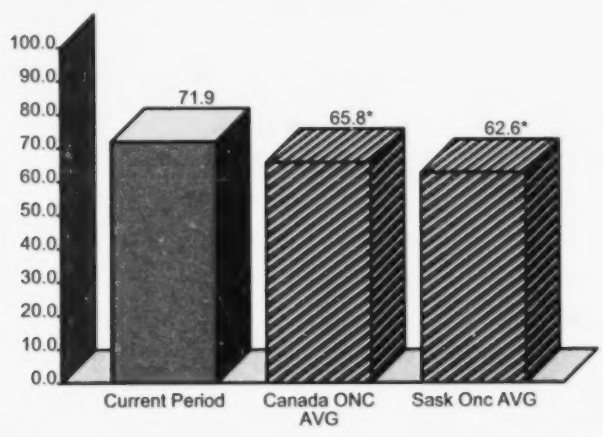
Cancer Care Nova Scotia

Oncology Patient Experience-Coordination and Continuity of Care
Cancer Care Nova Scotia
June 2004 - December 2004 (n=447, Response Rate= 74.3%)

Rate OP care past 6 months
% Positive Score



Coordination and Continuity of Care (Onc)
% Positive Score



* Significantly Different from Your Current Score

Detail

Highest correlation with "Rate OP care past 6 months"

% Positive Score

		Canada ONC AVG	Sask Onc AVG
Given confusing/conflicting info (OP)	79.9%	74.9%	70.5%⬆
Knew next step in care (OP)	62.5%	55.7%⬆	55.2%⬆
Providers knew enough re: OP therapy	83.4%	81.7%	76.9%⬆
Knew who to go to w/questions (OP)	66.8%	57.7%⬆	54.0%⬆
Providers aware of test results (OP)	68.3%	61.5%⬆	58.8%⬆
Providers aware of med history (OP)	57.0%	50.3%⬆	44.2%⬆
Family Dr knew enough re: OP cancer care	68.9%	59.9%⬆	58.3%⬆
Knew who was in charge for each OP therapy	88.6%	83.2%⬆	81.2%⬆

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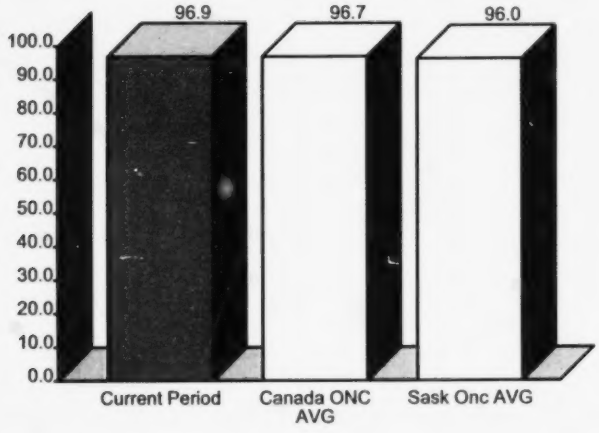
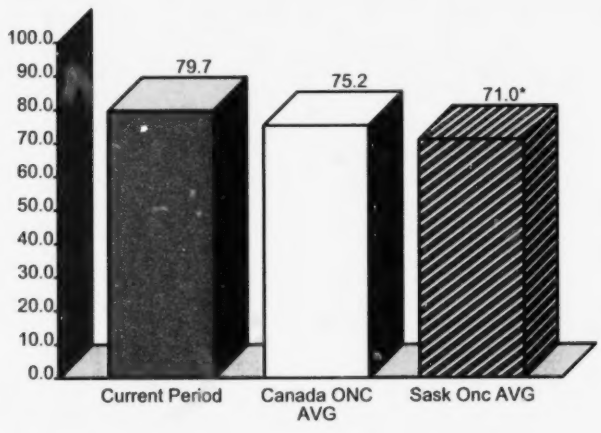
Oncology Patient Experience-Respect for Patient Preferences
Cancer Care Nova Scotia
June 2004 - December 2004 (n=447, Response Rate= 74.3%)

Rate OP care past 6 months
% Positive Score



Respect for Patient Preferences (Onc)
% Positive Score



* Significantly Different from Your Current Score

Detail

Highest correlation with "Rate OP care past 6 months"

% Positive Score

		Canada ONC AVG	Sask Onc AVG
Comfortable talking w/OP re: alternate therapy	70.5%	54.7%⬆	45.2%⬆
Treated w/dignity/respect by OP providers	93.8%	93.3%	90.7%
Involved in OP care decisions	75.7%	73.7%	67.5%⬆
OP considered living situation in treatment	61.7%	55.8%	50.9%⬆
Family/friends involved in OP care/treatment	96.1%	92.1%⬆	93.0%

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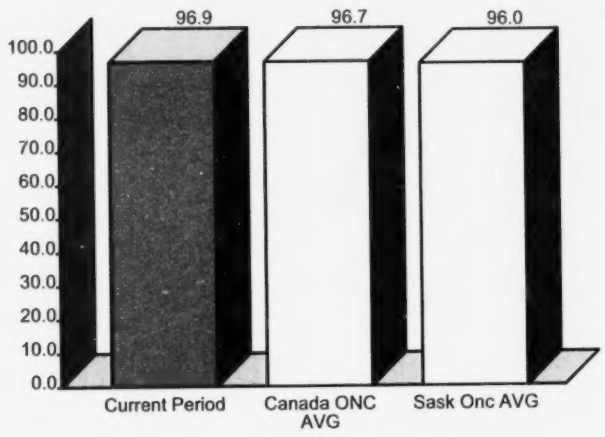
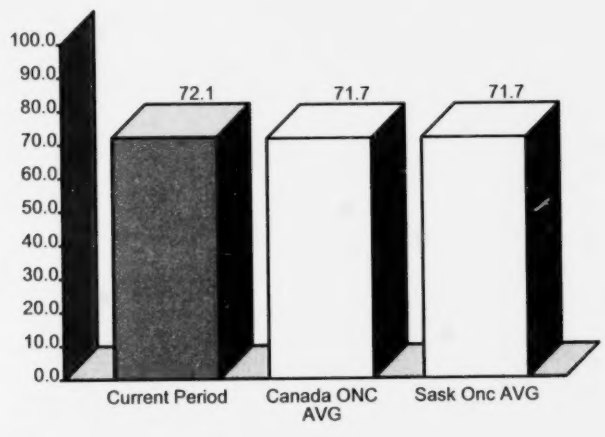
Cancer Care Nova Scotia

Oncology Patient Experience-Access to Care
Cancer Care Nova Scotia
June 2004 - December 2004 (n=447, Response Rate= 74.3%)

Rate OP care past 6 months
% Positive Score



Access to Care (Onc)
% Positive Score



* Significantly Different from Your Current Score

Detail

Highest correlation with "Rate OP care past 6 months"

% Positive Score

		Canada ONC AVG	Sask Onc AVG
Got services needed in past 6 months (OP)	84.9%	79.4%⬆	76.0%⬆
OP did everything to make chemo wait comfortable	77.3%	73.0%	71.2%
OP considered travel concerns in treatment plan	60.8%	56.3%	53.2%⬆
Wait longer than expected for OP chemo	43.8%	42.0%	42.9%
Waited too long for first OP treatment appt	74.3%	76.2%	71.8%
OP did everything to make wait comfortable (Rad)	78.8%	80.9%	84.7%
Wait from scheduled appt to OP chemotherapy	83.2%	81.5%	83.5%
Wait longer than expected for OP radiation	45.7%	59.0%⬇	66.9%⬇
Wait from scheduled appt to OP radiation	89.5%	93.7%	97.1%⬇

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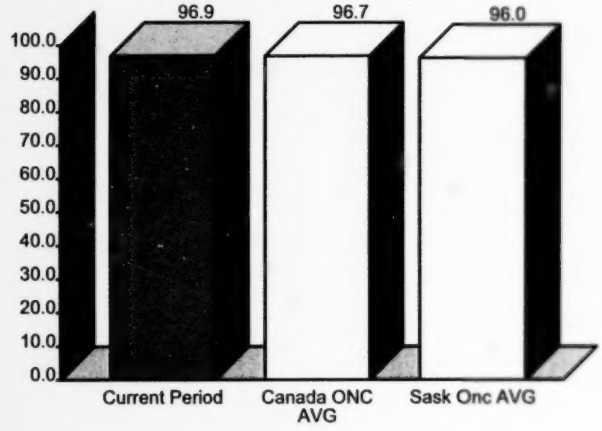
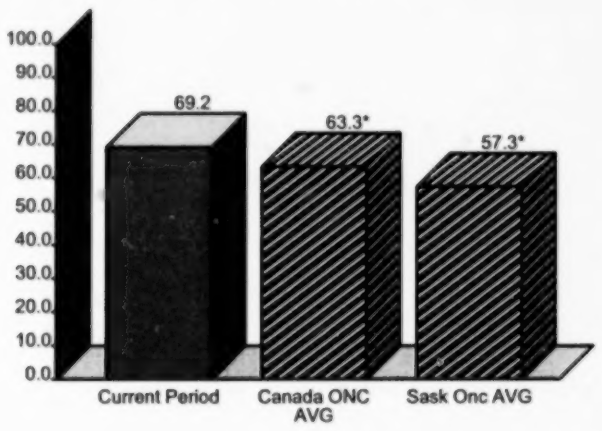
Cancer Care Nova Scotia

Oncology Patient Experience-Information, Communications & Education
Cancer Care Nova Scotia
June 2004 - December 2004 (n=447, Response Rate= 74.3%)

Rate OP care past 6 months
% Positive Score



Information, Communication & Education (Onc)
% Positive Score



* Significantly Different from Your Current Score

Detail

Highest correlation with "Rate OP care past 6 months"

% Positive Score

		Canada ONC AVG	Sask Onc AVG
Enough OP info on changes in work/activities	53.9%	45.6%⬆	40.7%⬆
Given enough info on cancer therapies (OP)	72.9%	68.5%	61.5%⬆
OP explained test results understandably	78.1%	70.5%⬆	64.5%⬆
Enough OP info on energy changes	60.1%	53.6%⬆	44.0%⬆
Enough OP info on physical changes	69.5%	66.1%	60.7%⬆
Discussed cancer treatments w/you (OP)	68.0%	60.8%⬆	54.6%⬆
Comfortable talking w/OP re: cancer	80.7%	75.2%	68.4%⬆
Enough OP info on nutritional needs	57.7%	57.5%	54.0%
OP explained wait for first treatment appt	59.7%	49.4%⬆	45.9%⬆
OP Provider explained why tests needed	85.0%	79.0%⬆	74.2%⬆

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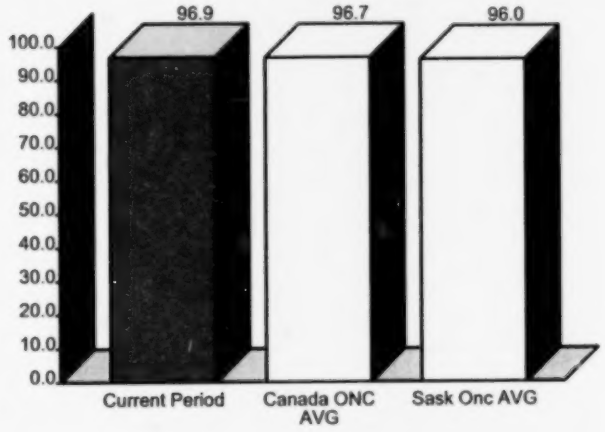
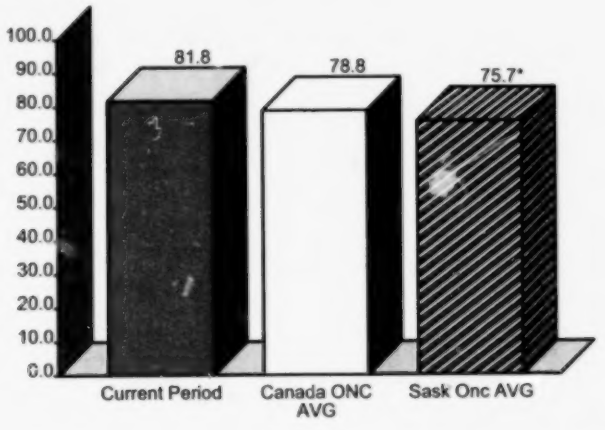
Cancer Care Nova Scotia

Oncology Patient Experience-Physical Comfort
Cancer Care Nova Scotia
June 2004 - December 2004 (n=447, Response Rate= 74.3%)

Rate OP care past 6 months
% Positive Score



Physical Comfort (Onc)
% Positive Score



* Significantly Different from Your Current Score

Detail

	Highest correlation with "Rate OP care past 6 months"	Canada ONC AVG	Sask Onc AVG
	% Positive Score		
OP did everything to control pain/discomfort	67.0%	69.8%	66.1%
OP did everything to help w/radiation effects	89.8%	82.8%	81.9%⬆
Told how to manage radiation effects (OP)	87.5%	81.7%	80.7%
OP did everything to help w/chemo side effects	88.3%	81.6%	74.5%⬆
Told how to manage chemo side effects (OP)	78.8%	80.0%	75.0%

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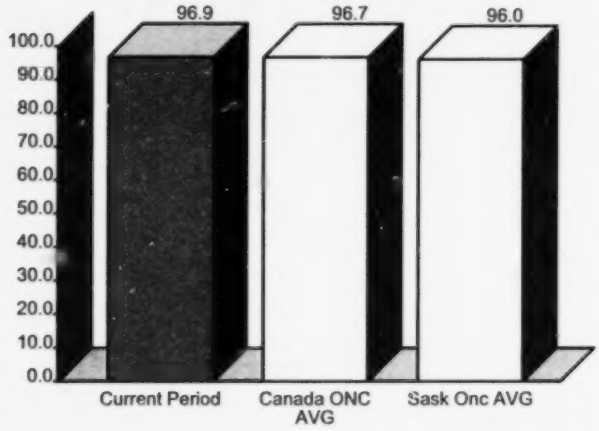
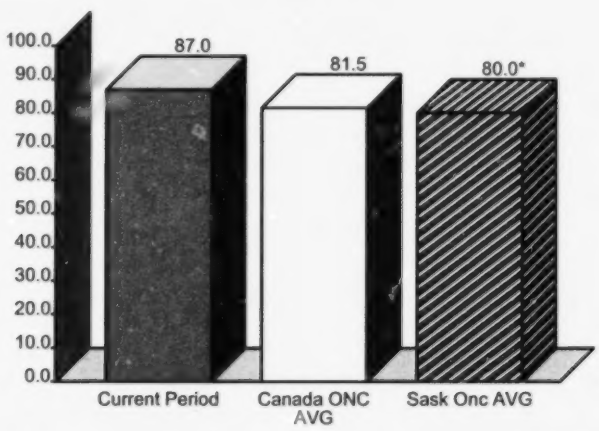
Cancer Care Nova Scotia

Oncology Patient Experience-Surgery Specific
Cancer Care Nova Scotia
June 2004 - December 2004 (n=447, Response Rate= 74.3%)

Rate OP care past 6 months
% Positive Score



Surgery Specific (Onc)
% Positive Score



* Significantly Different from Your Current Score

Detail

Highest correlation with "Rate OP care past 6 months"

	% Positive Score	Canada ONC AVG	Sask Onc AVG
Results of surgery explained understandably (OP)	88.4%	81.7%⬆	79.8%⬆
Told how long wait would be for surgery (OP)	85.3%	81.3%	80.3%

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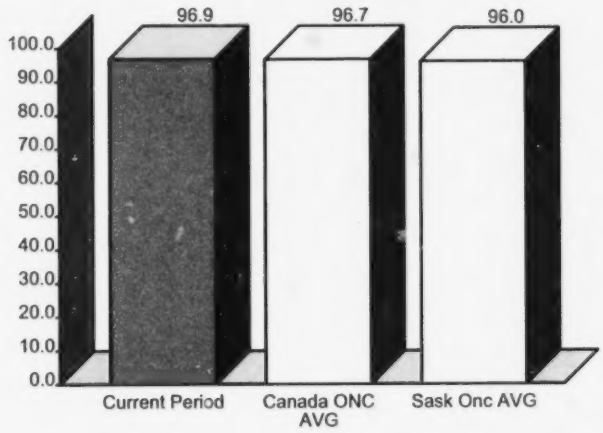
Cancer Care Nova Scotia

Oncology Patient Experience-Overall Impressions
Cancer Care Nova Scotia
June 2004 - December 2004 (n=447, Response Rate= 74.3%)

Rate OP care past 6 months
% Positive Score



* Significantly Different from Your Current Score

Detail

	Current Period	Canada ONC AVG	Sask Onc AVG
% Positive Score			
OP did everything to treat cancer	86.0%	87.8%	87.8%
Rate OP hospital care past 6 months	98.0%	97.3%	97.5%
Would recommend providers at hospital (OP)	91.6%	88.4%	88.0%
Would recommend providers (OP)	89.6%	86.0%	83.4%⬆

Would recommend providers (OP)		Canada ONC AVG	Sask Onc AVG
Yes, completely	89.6%	86.0%	83.4%⬆
Yes, somewhat	9.2%	12.6%	15.6%⬇
No	1.2%	1.4%	1.0%

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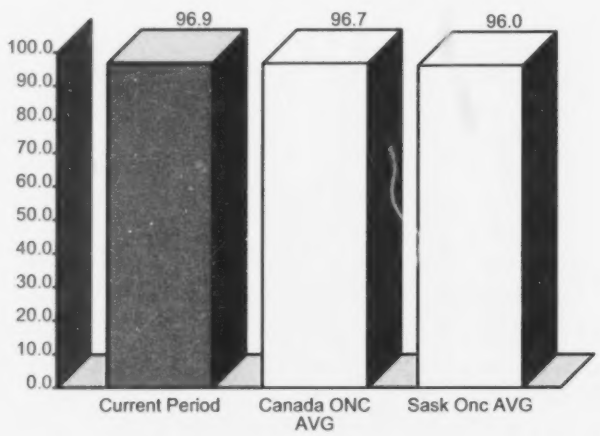
Cancer Care Nova Scotia

Oncology Patient Experience-Health Status
Cancer Care Nova Scotia
June 2004 - December 2004 (n=447, Response Rate= 74.3%)

Rate OP care past 6 months
% Positive Score



* Significantly Different from Your Current Score

Detail

		Canada ONC AVG
Received OP cancer care past 6 months		
Yes, currently receiving or have received cancer treatment	52.9%	76.4%⬇
Yes, but have ONLY received follow-up care in the past 6	37.2%	17.7%⬆
No, have not received cancer care in the past 6 months	9.9%	5.9%⬆
Provider involved most in OP treatment plan		
Family doctor	4.9%	3.5%
Cancer specialist	75.6%	78.3%
Surgeon	17.3%	15.7%
Someone else	2.2%	2.5%
Had surgery after cancer diagnosis (OP)		
Yes	64.3%	60.4%
No	35.7%	39.6%

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Cancer Care Nova Scotia

Oncology Patient Experience-Health Status (continued)
Cancer Care Nova Scotia
June 2004 - December 2004 (n=447, Response Rate= 74.3%)

Detail

		Canada ONC AVG
Had surgery at OP hospital		
Yes, only at this hospital or clinic	57.6%	43.5%⬆
At this hospital or clinic and another hospital/clinic	7.0%	6.4%
No, at another hospital or clinic only	35.4%	50.0%⬇
Had OP chemotherapy past 6 months		
Yes	42.5%	60.1%⬇
No	57.5%	39.9%⬆
Had chemotherapy at OP hospital		
Yes, only at this hospital or clinic	64.6%	78.1%⬇
At this hospital or clinic AND another hospital or clinic	9.1%	9.5%
No, at another hospital or clinic only	22.2%	6.0%⬆
No, I only take pills at home	4.0%	6.5%
Had blood tests/chemo during same OP visit		
Yes	66.3%	65.0%
No	33.7%	35.0%
Had radiation therapy past 6 months (OP)		
Yes	41.9%	47.8%
No	58.1%	52.2%
Had radiation therapy at OP hospital		
Yes, only at this hospital or clinic	96.2%	84.6%⬆
At this hospital or clinic and another hospital/clinic	1.0%	0.9%
No, at another hospital or clinic only	2.9%	14.5%⬇

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Cancer Care Nova Scotia

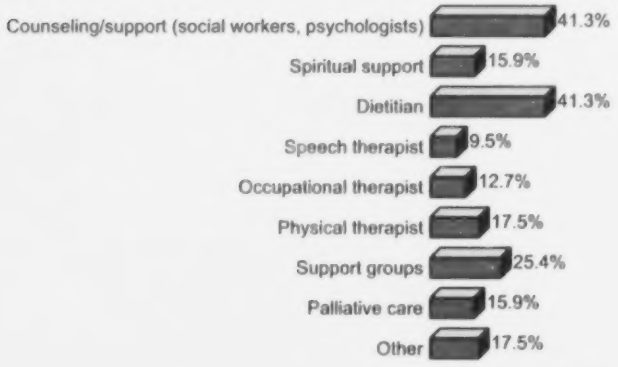
Oncology Patient Experience-Health Status (continued)
Cancer Care Nova Scotia
June 2004 - December 2004 (n=447, Response Rate= 74.3%)

Detail

Rate pain past 6 months (OP)

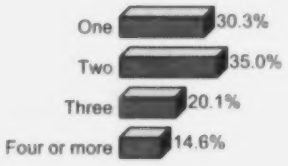
	Canada ONC AVG
Severe	11.3%
Moderate	24.9%
Mild	21.7%
Didn't have pain in the past 6 months	42.0%⬆

Wanted but didn't receive info on services (OP)



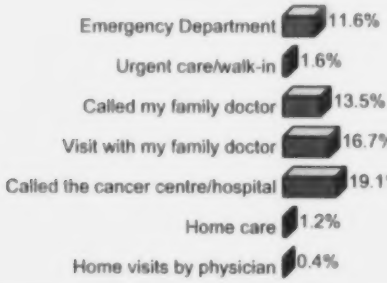
	Canada ONC AVG
Counseling/support (social workers, psychologists)	18.5%⬆
Spiritual support	10.0%⬆
Dietitian	22.2%⬆
Speech therapist	3.8%⬆
Occupational therapist	5.5%⬆
Physical therapist	10.0%⬆
Support groups	14.2%⬆
Palliative care	6.6%⬆
Other	9.3%⬆

Number of Drs seen in past 6 months (OP)



	Canada ONC AVG
One	29.4%
Two	31.9%
Three	21.7%
Four or more	16.9%

Medical care most helpful in past 6 months (OP)



	Canada ONC AVG
Emergency Department	13.6%
Urgent care/walk-in	1.2%
Called my family doctor	9.7%⬆
Visit with my family doctor	16.1%
Called the cancer centre/hospital	24.5%⬇
Home care	3.0%
Home visits by physician	0.3%

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Cancer Care Nova Scotia

Oncology Patient Experience-Health Status (continued)
Cancer Care Nova Scotia
June 2004 - December 2004 (n=447, Response Rate= 74.3%)

Detail

		Canada ONC AVG
Medical care most helpful in past 6 months (OP)		
Drop in visit to a cancer clinic	0.8%	2.5%
Didn't need medical help/advice right away	33.5%	26.7%⬆
Other	1.6%	2.3%
When told of cancer diagnosis (OP)		
Less than 6 months ago	15.7%	12.1%
Between 6-12 months ago	32.2%	44.6%⬇
Between 1 and 2 years ago	21.0%	17.5%
Between 2 to 5 years ago	16.1%	15.3%
More than 5 years ago	15.0%	10.4%⬆
Who told you of cancer diagnosis (OP)		
Family doctor	37.6%	30.6%⬆
Cancer specialist	20.0%	23.0%
Surgeon	36.5%	37.4%
Someone else	5.9%	9.1%
Rate health (OP)		
Poor	6.6%	6.3%
Fair	17.8%	19.8%
Good	38.4%	39.9%
Very Good	29.5%	26.2%
Excellent	7.8%	7.9%

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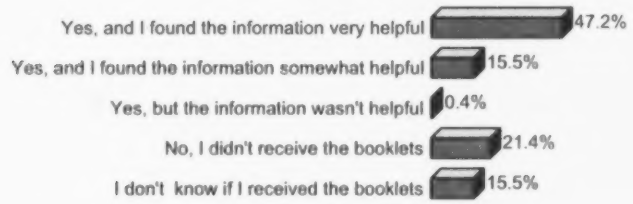
Cancer Care Nova Scotia

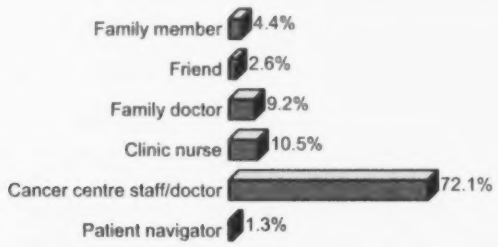
Oncology Patient Experience-Additional Questions
Cancer Care Nova Scotia
June 2004 - December 2004 (n=447, Response Rate= 74.3%)

Detail

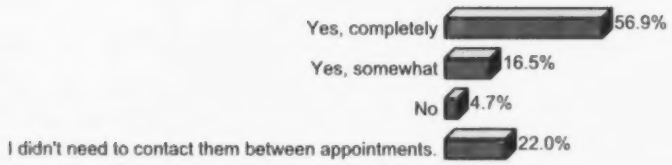
Received Cancer Centre booklets (OP)


Yes, and I found the information very helpful
47.2%
Yes, and I found the information somewhat helpful
15.5%
Yes, but the information wasn't helpful
0.4%
No, I didn't receive the booklets
21.4%
I don't know if I received the booklets
15.5%

Who helped the most during cancer experience (OP)



Easy to reach OP cancer centre Dr/Nurse



Racial background (OP)

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ⬆ or lower ⬇.

Cancer Care Nova Scotia

Oncology Patient Experience-Additional Questions (continued)
Cancer Care Nova Scotia
June 2004 - December 2004 (n=447, Response Rate= 74.3%)

Detail

Racial background (OP)

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Cancer Care Nova Scotia

Oncology Patient Experience-Demographic Questions
Cancer Care Nova Scotia
June 2004 - December 2004 (n=447, Response Rate= 74.3%)

Detail

		Canada ONC AVG
Treatment past 6 months was for (OP)		
A first time cancer diagnosis	66.5%	68.6%
A repeat cancer diagnosis	33.5%	31.4%
Type of original cancer (OP)		
Brain	2.4%	1.2%
Breast	25.3%	28.8%
Cervix/Uterine/Ovarian	2.4%	5.2%⬇
Colorectal/Bowel	13.8%	13.9%
Head/Neck	6.3%	3.5%⬆
Hematology (blood)	0.0%	2.9%⬇
Kidney/bladder	2.4%	2.8%
Lymphoma	2.0%	6.3%⬇
Lung	7.9%	7.8%
Melanoma	3.2%	2.2%
Prostate/testicular	26.1%	17.5%⬆
Sarcoma	1.2%	0.7%
Stomach	0.8%	1.0%
Other	5.9%	5.5%
Don't know	0.4%	0.6%
Hospital stays overnight/longer (OP)		
None	66.8%	63.7%
One	20.3%	19.8%
Two	5.5%	6.4%
More than two	7.4%	10.1%

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Cancer Care Nova Scotia

Oncology Patient Experience-Demographic Questions (continued)
Cancer Care Nova Scotia
June 2004 - December 2004 (n=447, Response Rate= 74.3%)

Detail

Highest grade of school completed (OP)

		Canada ONC AVG
Grade 9 or less	21.8%	19.6%
Some high school but did not graduate	22.2%	19.1%
High school graduate	18.3%	22.4%
College, trade, or technical school	21.8%	20.8%
University undergraduate degree	7.1%	10.7%
Post university/graduate education	8.7%	7.4%

Who completed survey (OP)

		Canada ONC AVG
Patient	84.0%	79.7%
Someone else	3.4%	6.3%⬇
Patient with someone else's help	12.7%	14.0%

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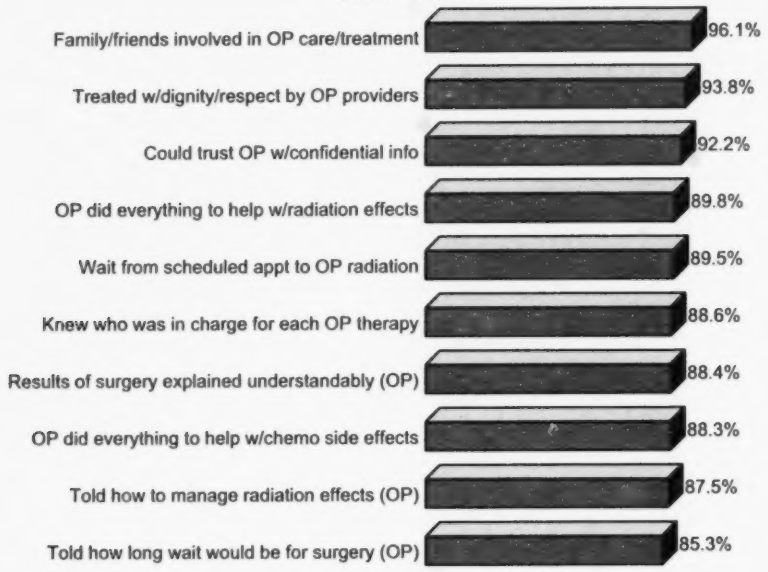
Cancer Care Nova Scotia

Oncology Patient Experience-Highest Percent Positive (Strengths)
Cancer Care Nova Scotia
June 2004 - December 2004 (n=447, Response Rate= 74.3%)

Detail



Items ranked in descending order by current score	Canada ONC AVG	Sask Onc AVG
Family/friends involved in OP care/treatment	92.1%⬆	93.0%
Treated w/dignity/respect by OP providers	93.3%	90.7%
Could trust OP w/confidential info	89.4%	86.1%⬆
OP did everything to help w/radiation effects	82.8%	81.9%⬆
Wait from scheduled appt to OP radiation	93.7%	97.1%⬇
Knew who was in charge for each OP therapy	83.2%⬆	81.2%⬆
Results of surgery explained understandably (OP)	81.7%⬆	79.8%⬆
OP did everything to help w/chemo side effects	81.6%	74.5%⬆
Told how to manage radiation effects (OP)	81.7%	80.7%
Told how long wait would be for surgery (OP)	81.3%	80.3%

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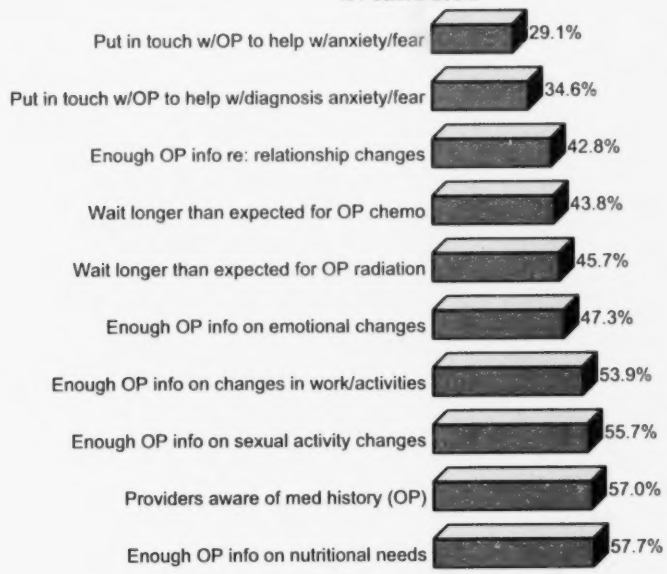
Cancer Care Nova Scotia

Oncology Patient Experience-Lowest Percent Positive (Areas for Improvement)
Cancer Care Nova Scotia
June 2004 - December 2004 (n=447, Response Rate= 74.3%)

Detail



Items ranked in ascending order by current score	Canada ONC AVG	Sask Onc AVG
% Positive Score		
Put in touch w/OP to help w/anxiety/fear 29.1%	25.1%	27.4%
Put in touch w/OP to help w/diagnosis anxiety/fear 34.6%	35.1%	33.9%
Enough OP info re: relationship changes 42.8%	33.0%⬆	30.8%⬆
Wait longer than expected for OP chemo 43.8%	42.0%	42.9%
Wait longer than expected for OP radiation 45.7%	59.0%⬇	66.9%⬇
Enough OP info on emotional changes 47.3%	38.6%⬆	30.5%⬆
Enough OP info on changes in work/activities 53.9%	45.6%⬆	40.7%⬆
Enough OP info on sexual activity changes 55.7%	45.3%⬆	43.3%⬆
Providers aware of med history (OP) 57.0%	50.3%⬆	44.2%⬆
Enough OP info on nutritional needs 57.7%	57.5%	54.0%

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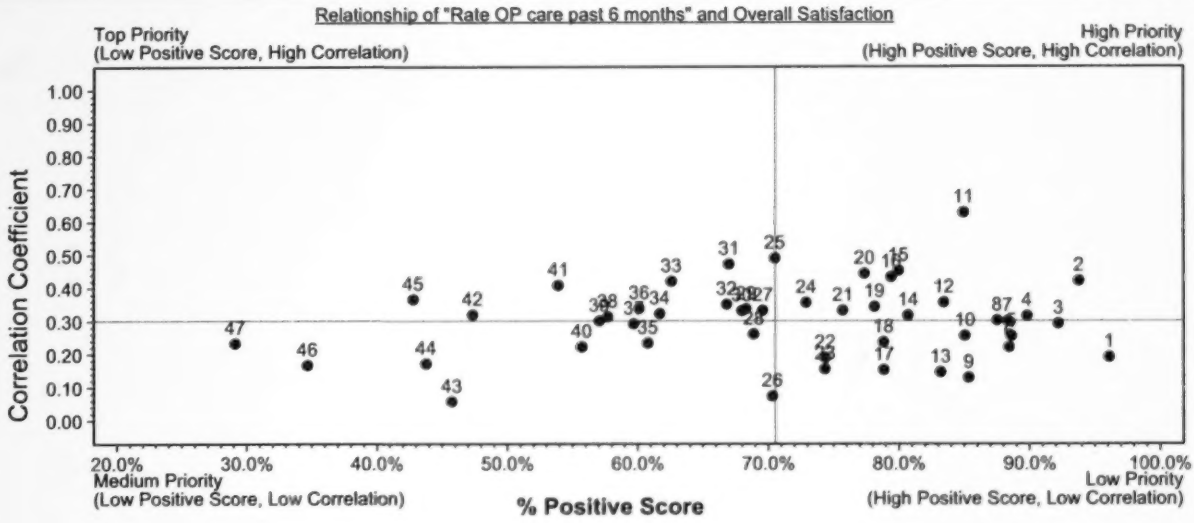
Cancer Care Nova Scotia

Oncology Patient Experience-Priority Matrix
Cancer Care Nova Scotia
June 2004 - December 2004 (n=447, Response Rate= 74.3%)



1 Family/friends involved in OP care/treatment
2 Treated w/dignity/respect by OP providers
3 Could trust OP w/confidential info
4 OP did everything to help w/radiation effects
5 Knew who was in charge for each OP therapy
6 Results of surgery explained understandably (OP)
7 OP did everything to help w/chemo side effects
8 Told how to manage radiation effects (OP)
9 Told how long wait would be for surgery (OP)
10 OP Provider explained why tests needed
11 Got services needed in past 6 months (OP)
12 Providers knew enough re: OP therapy
13 Wait from scheduled appt to OP chemotherapy
14 Comfortable talking w/OP re: cancer
15 Given confusing/conflicting info (OP)
16 OP went out of way to help
17 OP did everything to make wait comfortable (Rad)
18 Told how to manage chemo side effects (OP)
19 OP explained test results understandably
20 OP did everything to make chemo wait comfortable
21 Involved in OP care decisions
22 Told of diagnosis in sensitive manner (OP)
23 Waited too long for first OP treatment appt
24 Given enough info on cancer therapies (OP)
25 Comfortable talking w/OP re: alternate therapy
26 Got help wanted figuring out payment (OP)
27 Enough OP info on physical changes
28 Family Dr knew enough re: OP cancer care
29 Providers aware of test results (OP)
30 Discussed cancer treatments w/you (OP)
31 OP did everything to control pain/discomfort
32 Knew who to go to w/questions (OP)
33 Knew next step in care (OP)
34 OP considered living situation in treatment
35 OP considered travel concerns in treatment plan
36 Enough OP info on energy changes
37 OP explained wait for first treatment appt
38 Enough OP info on nutritional needs
39 Providers aware of med history (OP)
40 Enough OP info on sexual activity changes
41 Enough OP info on changes in work/activities
42 Enough OP info on emotional changes
43 Wait longer than expected for OP radiation
44 Wait longer than expected for OP chemo
45 Enough OP info re: relationship changes
46 Put in touch w/OP to help w/diagnosis anxiety/fear
47 Put in touch w/OP to help w/anxiety/fear

Detail

Highest correlation with "Rate OP care past 6 months"	% Positive Score	Correlation Coefficient	n size
Got services needed in past 6 months (OP)	84.9%	0.631	252
Comfortable talking w/OP re: alternate therapy	70.5%	0.493	149
OP did everything to control pain/discomfort	67.0%	0.474	115
Given confusing/conflicting info (OP)	79.9%	0.455	259

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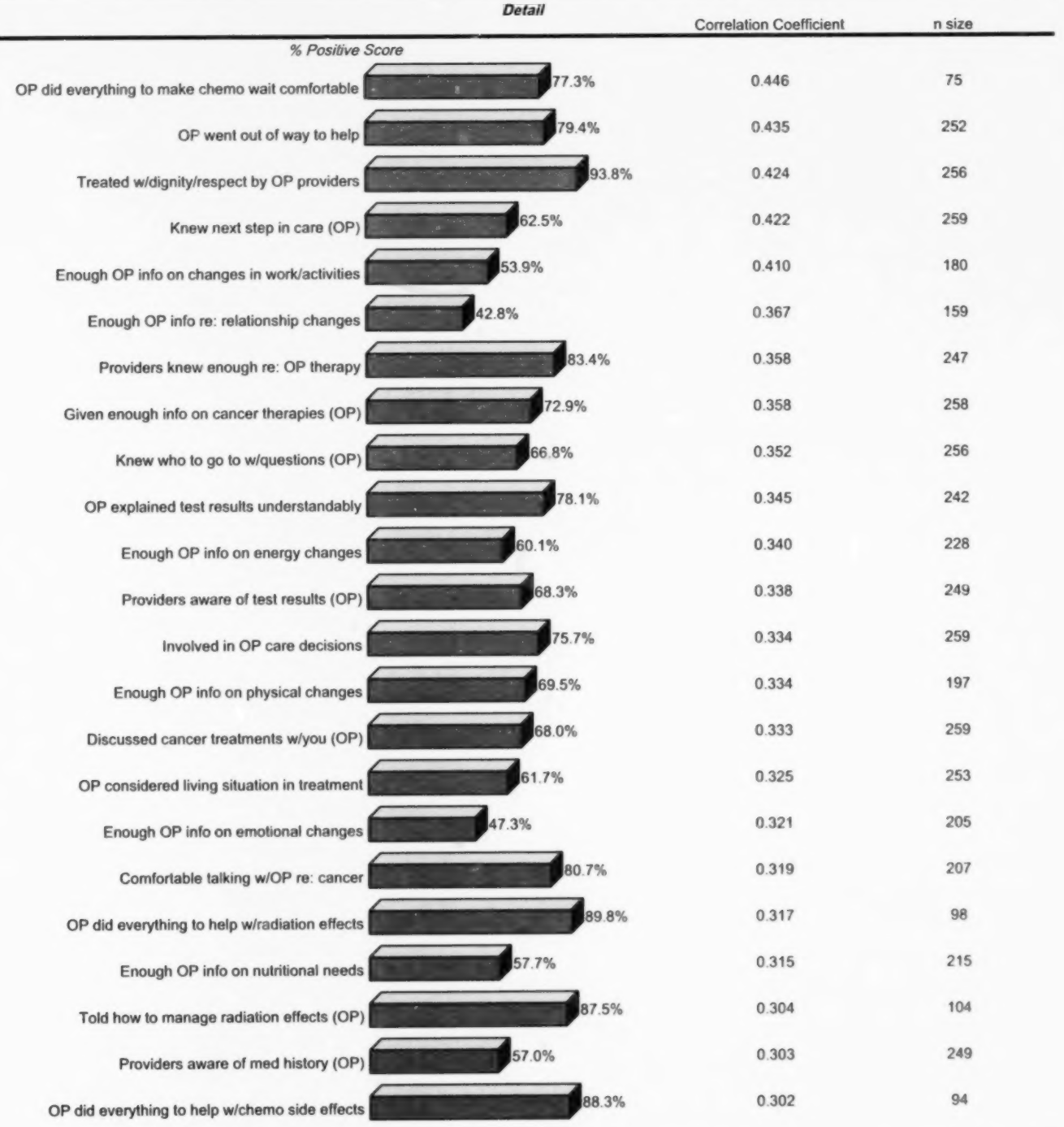
Cancer Care Nova Scotia

Oncology Patient Experience-Priority Matrix (continued)
Cancer Care Nova Scotia
June 2004 - December 2004 (n=447, Response Rate= 74.3%)



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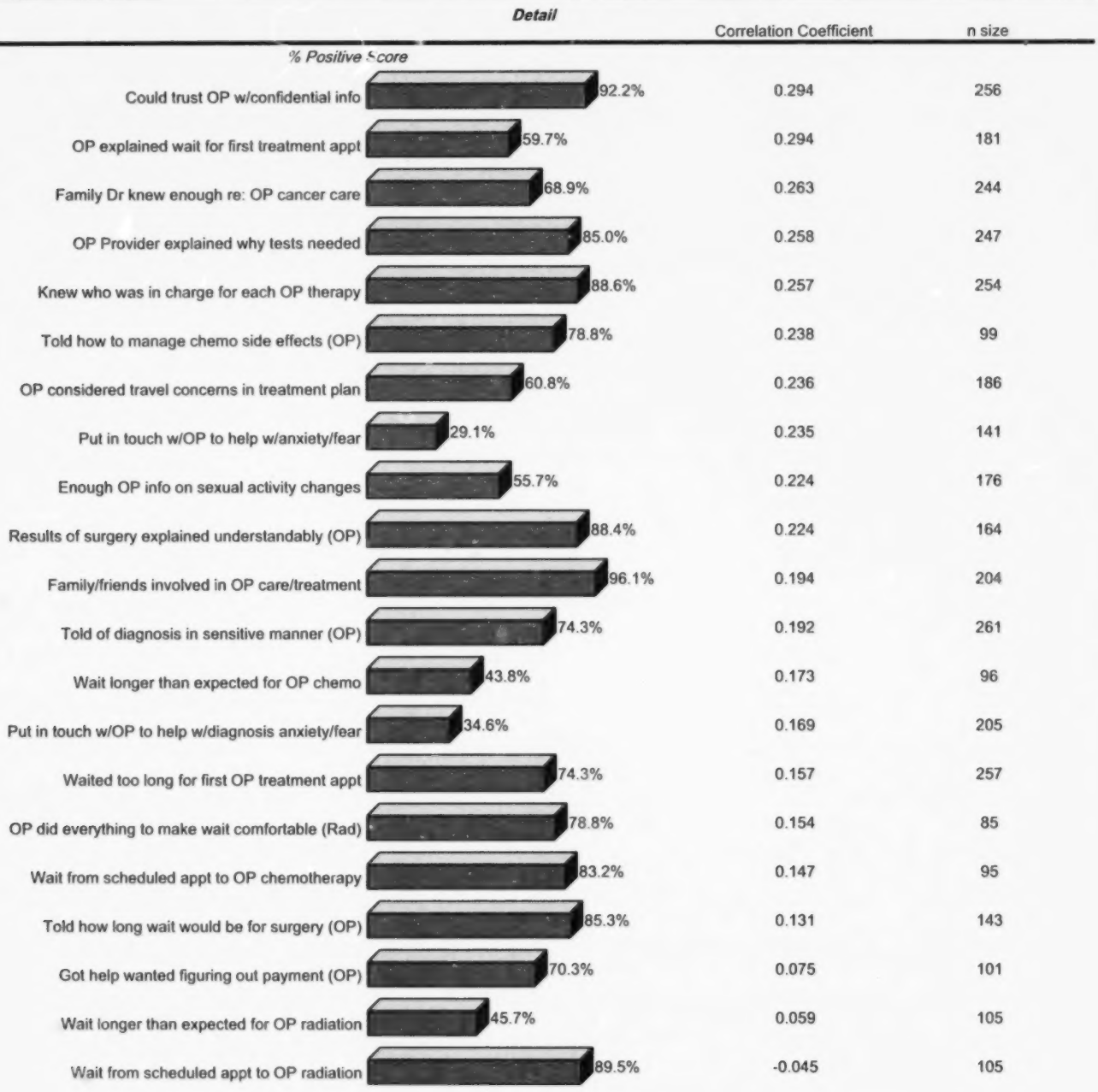
Cancer Care Nova Scotia

Oncology Patient Experience-Priority Matrix (continued)
Cancer Care Nova Scotia
June 2004 - December 2004 (n=447, Response Rate= 74.3%)



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